

Electronic Acknowledgement Receipt

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Application Number:	10777847
International Application Number:	
Confirmation Number:	5907
Title of Invention:	Method and apparatus for providing media-independent self-help modules within a multimedia communication-center customer interface
First Named Inventor/Applicant Name:	Christopher Clemmett Macleod Beck
Customer Number:	24739
Filer:	Donald Rex Boys/Sheri Beasley
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes) /Message Digest	Multi Part/.zip	Pages (if appl.)
1	Miscellaneous Incoming Letter	RESPONSE.pdf	27121 a4defcb6331ecb3fb1a7bf3d3b4ad528 2665706	no	2

Warnings:

Information:

2	Miscellaneous Incoming Letter	REPLACEMENTPAGES.pdf	24113 19058117e86599611992efbd00212871b 9823d2	no	2
Warnings:					
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		Total Files Size (in bytes):		51234	
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